

skill in the art upon reviewing the above description. The scope of the invention includes any other applications in which the above structures and fabrication methods are used. Accordingly, the scope of the invention should only be determined with reference to the appended claims, along with the full scope of equivalents to which such claims are entitled.

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In the Claims:

Please amend claims 1, 10-11, 16, 20, 29, 30 and 32 as follows:

1. (Once Amended) A method for scheduling, comprising:
negotiating a reservation to perform an order for a customer against a schedule;
booking the order having a priority to a shift of a mobile service representative;
and
optimizing periodically the shift of the mobile service representative.

10. (Once Amended) The method of claim 1, wherein booking includes booking the order to a shift of the mobile service representative if the mobile service representative has the set of skills and the set of equipment.

11. (Once Amended) A computer readable medium having instructions stored thereon for causing a computer to perform a method for scheduling, the method comprising:
negotiating a reservation to perform an order for a customer against a schedule;
booking the order having a priority to a shift of a mobile service representative;
and
optimizing periodically the shift of the mobile service representative.

16. (Once Amended) The method of claim 11, further comprising escalating the priority of an order over time when the order has not been performed by the mobile service representative.

20. (Once Amended) The method of claim 11, wherein booking includes booking the order to a shift of the mobile service representative if the mobile service representative has the set of skills and the set of equipment.

29. (Once Amended) The scheduling system of claim 21, wherein the assigner includes an assignment filter that finds a set of shifts that is suitable to perform the order, wherein the assignment filters returns the set of shifts.

30. (Once Amended) The scheduling system of claim 21, wherein the assigner includes an assignment error component that returns a set of reasons when an order cannot be assigned, wherein the assignment error component distinguishes between why the order cannot be assigned to a mobile service representative and why the order cannot be assigned to one of the shifts of the mobile service representative.

32. (Once Amended) The scheduling system of claim 21, wherein the optimizer includes an optimizing filter, wherein the optimizing filter finds a shift into which a reservation fits, with the purpose of better satisfying the optimization objectives.